Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Agriculture and Food	4 4	52 42	1 0	57 46
Customer Company Total	4 4	52 42	1 0	57 46

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Agriculture and Food	4 0	52 3	1 0	57 3
Customer Company Total	4 0	52 3	1 0	57 3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Agriculture and Food	4 0.00	52 0.13	1 0.80	57 0.13
Customer Company Total	4 0.00	52 0.13	1 0.80	57 0.13

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Agriculture and Food	4 0	52 1	1 1	57 2
Customer Company Total	4 0	52 1	1 1	57 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Agriculture and Food	4 0.02	52 0.60	1 62.93	57 1.66
Customer Company Total	4 0.02	52 0.60	1 62.93	57 1.66

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Detail

INC000000376137	Kathleen Clarke	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.80
Application Services	Tony Larsen	Agriculture and Food	Medium	Resolved	TTR Missed: Yes	TTR:	62.93

INC000000390606	Darrell F Cook	None	None	None		TIR Missed: Yes	TIR:	1.60
Application Services	Tony Larsen	Agriculture and Food	Low	Closed	TTR Missed: Yes	TTR:	19.08

INC000000392615	Don McClellan	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000392619	Clint Burfitt	Network	Password	Droid		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000392624	Thayne Mickelson	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000392649	Steven Wright	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000392651	Linda Lewis	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000393723	Linda Lewis	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000393743	Donald Nerdin	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000394368	Kim Concepcion	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000394371	Arlene Thatcher	Application	Reporting	Brand Registrations		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000394373	Richard W Clark	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000394380	Nancy Betzing	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000394389	David Bailey	Application	Reporting	Adobe Reader		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000394399	Richard Sandberg	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000395205	Don McClellan	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000395224	Carla Johnson	Application	Password	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000395231	Carla Johnson	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000395238	LaJeanne Gilgen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000395243	David H Clark	Application	Reporting	Utah Master Directory	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000397607	Bruce King	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.04
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.04

INC000000397632	Amy Davidson	Application	Error	Microsoft Access	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000398313	Richard W Clark	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	TTR: 0.00

INC000000398318	Richard W Clark	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000398323	Karen Parkes	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000398325	Karen Parkes	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000398841	Leonard Blackham	Mobile Devices	Error	iPhone	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	TTR: 0.00

INC000000398864	Noel McSpadden Jr	Application	Error	Microsoft Access 2007	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000399056	Vicki Needham	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000399108	Vicki Needham	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.66
	Metro D Desktop Support	Steve Gibb	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 1.23

INC000000399147	Leonard Blackham	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Agriculture and Food	High	Closed	TTR Missed: No	TTR: 0.08

INC000000399663	Gordon Brown	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.73
	Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.73

INC000000399672	Bob Puck	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.98
	Rural Central Desktop Support	Jessica Purcell	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.98

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INC000000399921	Drew Matthews	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.21
	Voice Operations	Lois Schow	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000401265	Therese Aschkenase	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.26
	Voice/Data/WAN Services	T Artis	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	1.03
INC000000401599	Thayne Mickelson	Application	Password	Novell GroupWise		TIR Missed: Yes	TIR:	1.17
	Metro D Desktop Support	Lynn McCrary	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	1.17
INC000000403592	Stephen Ogilvie	None	None	None		TIR Missed: Yes	TIR:	1.12
	Metro D Desktop Support	Lynn McCrary	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	5.26
INC000000403680	David H Clark	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000403900	Henry Nahalewski	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.12
	Voice Operations	Leon Owen	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000404526	Michelle Jack	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404531	Kristopher Watson	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404533	Kristopher Watson	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404544	Blaine Thomsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404554	Therese Aschkenase	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404560	Michelle Jack	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000404565	Linda Lewis	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000405358	Bruce King	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000405360	David H Clark	Network	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.84
INC000000405399	Larry Lewis	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed: No	TTR:	0.00
INC000000406280	Michelle Jack	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000406281	Michelle Jack	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406282	Roberta Valdez	Network	Password	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406290	Ron Davidson	Network	Password	Microsoft Windows 7	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000407497	Therese Aschkenase	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000407546	David H Clark	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000407552	Blaine Thomsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000407556	Blaine Thomsen	Application	Reporting	Internet Explorer	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00